

**SECTION C – PERFORMANCE WORK STATEMENT**

C.1	LOGISTICS SERVICES .....	3
C.1.1	OBJECTIVE .....	3
C.1.2	WAREHOUSE SERVICES.....	3
C.1.2.1	Receive Property .....	3
C.1.2.2	Store Property .....	3
C.1.2.3	Excess Property.....	4
C.1.3	TRANSPORTATION SERVICES.....	4
C.1.3.1	Provide Special Handling .....	4
C.1.3.2	Conduct Scheduled Routes .....	4
C.1.3.3	Perform Unscheduled Pick-Ups and Deliveries .....	4
C.1.4	REPAIR SERVICES .....	5
C.1.4.1	Repair Property .....	5
C.1.4.2	Provide Locksmith Services .....	5
C.1.5	OTHER LOGISTICS SERVICES.....	5
C.1.5.1	Move Boxes .....	5
C.1.5.2	Move Property .....	5
C.1.5.3	Provide Utility Time .....	5
C.1.6	WORK ORDER PROCESSING .....	6
C.1.7	WAREHOUSE & TRANSPORTATION MANAGEMENT SYSTEM (WTMS).6	
C.1.7.1	System Access .....	6
C.1.7.2	Systems Operations and Maintenance .....	6
C.1.7.3	System Documentation .....	7
C.1.7.4	System Security Requirements .....	7
C.1.7.5	System Data Reports.....	7
C.1.7.6	System Data Exchange .....	7
C.1.7.7	System Data Storage.....	7
C.1.7.8	System Data Disclosure .....	8
C.2	PERFORMANCE REQUIREMENTS .....	8
C.3	GOVERNMENT FURNISHED PROPERTY (GFP).....	9
C.3.1	GOVERNMENT FURNISHED EQUIPMENT (GFE).....	9
C.3.1.1	Government Furnished Equipment.....	9

**SECTION C – PERFORMANCE WORK STATEMENT**

C.3.2	GOVERNMENT FURNISHED FACILITIES (GFF).....	9
C.3.2.1	Alternative Facilities.....	9
C.3.3	GOVERNMENT FURNISHED SERVICES .....	10
C.3.3.1	Desktop Access.....	10
C.3.3.2	Voice, Facsimile, and Copier Services .....	10
C.4	GENERAL INFORMATION.....	10
C.4.1	MANAGEMENT PROGRAM.....	10
C.4.1.2	Program Management Meetings.....	10
C.4.2	SP PERSONNEL .....	10
C.4.2.1	Program Manager.....	10
C.4.2.2	Project Leaders.....	11
C.4.2.3	Personnel Training.....	11
C.4.3	HOURS OF OPERATION .....	11
C.4.3.1	Changes in Work Schedules .....	12
C.4.3.2	Government Holidays .....	12
C.4.4	SAFETY AND ENVIRONMENTAL PROTECTION .....	12
C.4.4.1	Housekeeping.....	12
C.4.4.2	Environmental and Safety Inspections.....	12
C.4.4.3	Safety Accidents .....	12
C.4.5	PHYSICAL SECURITY .....	12
C.4.5.1	SP Personnel Background Investigations .....	12
C.4.5.2	ID Media, Access Cards, and Keys .....	13
C.4.5.3	Personnel Removal .....	13
C.4.5.4	Work Apparel.....	13
C.4.6	DISCLOSURE OF INFORMATION.....	13
C.4.7	EMERGENCY REQUIREMENTS.....	13
C.4.8	PHASE-IN PERIOD .....	13
C.4.9	FRAUD, WASTE, AND ABUSE .....	14
C.4.10	PHASE-OUT .....	14
C.4.11	PLANS.....	14

**SECTION C – PERFORMANCE WORK STATEMENT****C.1 LOGISTICS SERVICES****C.1.1 OBJECTIVE**

The objective of this Performance Work Statement (PWS) is to acquire logistics services for the Internal Revenue Service (IRS) that provides:

- Warehousing, transportation, repairs, other logistics services, and work order processing that directly or indirectly support approximately 100,000 IRS employees located at approximately 725 offices throughout the 48 contiguous United States, including ten Campus locations, three Computing Centers, and the Washington DC Metropolitan Area as shown in Section J-6, Technical Exhibit (TE) 1A and TE 1B.
- Dependable, sustainable logistics services for the IRS workforce to support the processing either directly or indirectly of more than 222 million tax returns and the collection of nearly \$2 trillion in revenue.
- Adaptable and flexible services to meet the changing requirements at all IRS offices.
- Property in a timely, safely, undamaged, clean, and usable condition to the customer.
- Protection to personnel and property.
- Cost effective services.
- Fully automated management information system.

**C.1.2 WAREHOUSE SERVICES**

The Service Provider (SP) shall provide point-to-point warehouse services including, but not limited to, receiving, loading and unloading, inspecting, controlling, reporting, tracking, preparing, storing, retrieving, shipping, excessing, and work order processing. The SP shall provide inside delivery of property, as needed. The majority of warehouse services, approximately 75%, shall support the Campus and Computing Center locations. Workload data for warehouse services is provided in J-6, TE 2.

**C.1.2.1 Receive Property**

The SP shall receive and prepare property for storage or delivery. As required, the SP shall contact the Designated Government Representative (DGR) for disposition of unanticipated or unsatisfactory deliveries.

**C.1.2.2 Store Property**

The SP shall store property using safe, efficient storage techniques that provide protection against damage and deterioration. The SP shall advise the DGR when property is in storage for 10 months. The volume of property by location and types of property stored at each warehouse are provided in J-6, TE 3, TE 4A, and TE 4B.

**C.1.2.2.1 Provide Above Capacity Storage**

The SP shall provide above capacity storage as approved by the DGR.

**SECTION C – PERFORMANCE WORK STATEMENT****C.1.2.2.2 Rotate Envelopes**

The SP shall rotate envelopes, on a first-in first-out basis, to preclude waste caused by shelf life expiration or degradation, unless otherwise directed by the DGR.

**C.1.2.3 Excess Property**

Upon receipt of work order from the DGR, the SP shall dispose of excess property to include, but not limited to, office furniture, IT equipment, and published products as described in J-6, TE 2. SP shall transport, prepare, document, report and track property through disposal process.

**C.1.3 TRANSPORTATION SERVICES**

The SP shall provide point-to-point transportation services including, but not limited to, preparing, securing, receiving, loading and unloading, picking-up, delivering, inspecting, controlling, tracking, reporting, shipping, and work order processing. The SP shall provide inside delivery of property, as needed. The majority of the transportation services, approximately 75%, support the Campus and Computing Center locations. Workload data for transportation services is provided in J-6, TE 5. The SP shall use, maintain, repair, and manage SP-supplied vehicles approved by the Government. The SP shall not use shared vehicles when transporting tax documents. The SP shall make vehicles available for inspection as described in IRM 1.16.12.

**C.1.3.1 Provide Special Handling**

The SP shall transport tax documents, as referenced in IRM 1.16.13.3.3. The SP shall only accept tax documents in closed, boxed, wrapped, or covered containers. Tax documents represent approximately 75% of all Campus and Computing Center workload. The SP shall transport tax documents in enclosed, locked, and secured vehicles to protect against compromise, damage, spillage, or loss. The SP shall notify the DGR immediately if documents are compromised, damaged, spilled, or lost.

**C.1.3.2 Conduct Scheduled Routes**

The SP shall transport property on regularly scheduled and recurring routes to locations as depicted in J-6, TE 5 and TE 6. The SP shall propose transportation schedules to the DGR for the routes depicted in J-6, TE 5 and TE 6. The SP shall make multiple trips, load and unload, and maintain orderly and usable loading docks along scheduled routes.

**C.1.3.3 Perform Unscheduled Pick-Ups and Deliveries**

The SP shall perform unscheduled pick-ups and deliveries. The SP shall determine and use the most cost effective method. The DGR will approve and obtain funding for unplanned pick-ups and deliveries outside of scheduled routes.

**SECTION C – PERFORMANCE WORK STATEMENT****C.1.4 REPAIR SERVICES**

The SP shall provide repair services including, but not limited to, tracking, logging, inspecting, controlling, reporting, and processing work orders. The cost for repairs, including parts, materials, and labor, shall not exceed either 60% of the estimated replacement cost or \$250.00 whichever is lower. The SP shall notify the DGR of repairs exceeding these limits. The SP shall adhere to warranty terms and conditions. The Government will provide the SP with applicable warranty information following award. Workload is provided in J-6, TE 7 for Campus locations and J-6, TE 8 for all other IRS offices.

**C.1.4.1 Repair Property**

The SP shall perform repairs, adjustments, and modifications to Government property.

**C.1.4.2 Provide Locksmith Services**

The SP shall repair, install, re-key, and replace locks on office property. The SP shall make keys.

**C.1.5 OTHER LOGISTICS SERVICES**

The SP shall provide other direct and indirect services to ensure efficient Government operations. The SP shall provide services to move property point-to-point including, but not limited to, disassembling, reassembling, controlling, reporting, tracking, preparing, transporting, packing, unpacking, placing, and processing work orders. The SP shall provide inside delivery of property, as needed. Workload data is provided in J-6, TE 7 for Campus locations and J-6, TE 8 for all other IRS offices.

**C.1.5.1 Move Boxes**

The SP shall move boxes as requested through work orders.

**C.1.5.2 Move Property**

The SP shall support property moves as requested through work orders. Property moves include furniture and office moves, and special events such as assemblies, seminars, and meetings.

**C.1.5.3 Provide Utility Time**

The SP shall provide up to and including eighty (80) hours monthly per REFM territory or a maximum of 1120 total hours monthly for all REFM territories to perform PWS related services including, but not limited to, hanging pictures, signs, banners, and bulletin boards, hanging and fixing clocks, providing engraving services, and changing directory boards. The SP shall receive requests for these services through work orders and shall be approved by the DGR before performing the work. The SP shall receive, track, report, perform, and document services.

**SECTION C – PERFORMANCE WORK STATEMENT****C.1.6 WORK ORDER PROCESSING**

The principle process to manage work orders is through the Employee Resource Center (ERC). The SP shall process, complete, and close work orders as described in ERC Training Manual. The Government will provide training in the ERC system during the Phase-In Period. The SP shall receive, control, report, track, prepare, update, and process all work orders as listed in J-6, TE 9. For incomplete work orders, the SP shall obtain clarification from the point-of-contact listed on the ERC work order.

**C.1.7 WAREHOUSE AND TRANSPORTATION MANAGEMENT SYSTEM (WTMS)**

The SP shall provide and use an automated inventory and information system to manage warehousing, transportation, repairs, other logistic services, and work order processing services as outlined in the PWS and herein referred to as the WTMS. The SP shall comply with IRS Enterprise Architecture in accordance with IRM 2.15.1 and system security standards in accordance with IRM 2.5.1 for determining system design, deployment, and maintenance of the WTMS. The WTMS shall be Section 508 compliant. The SP shall provide an interim system to track, capture, and report all workload as described in this PWS for the period from award through WTMS implementation. The SP shall transfer all data from the interim system to the WTMS once implemented.

**C.1.7.1 System Access**

The SP shall restrict access to WTMS to properly authorized individuals performing the services required by the PWS. Individuals requiring access will be approved by the DGR. The SP shall comply with IRS requirements for system access through registration and documentation required in the On-Line 5081 as referenced in Section H.

**C.1.7.2 Systems Operations and Maintenance**

The SP shall develop and maintain controls, policies, and procedures for system operation and maintenance in accordance with OMB Circular A-130 Appendix III, OMB Circular A-11, Treasury Security Manual TDP 85-01, IRM 2.5 series, and the IRS Capital Planning and Investment Counsel guidance. These policies include requirements for implementation, utilization, data exchange, reporting Information Technology (IT) assets, and complying with security requirements to include but not limited to annual Federal Information Security Management Act reviews.

The SP shall provide, maintain, and implement a disaster recovery plan, to include, but not limited to, capturing, maintaining, and updating system data to avoid work stoppage and data loss during downtime. The SP shall provide redundancy, data back up, and data storage capacity to meet the PWS performance requirements. The SP shall notify the DGR of any planned system downtime a minimum of five (5) days in advance. The SP shall notify the DGR within one hour following any unplanned down time.

**SECTION C – PERFORMANCE WORK STATEMENT****C.1.7.3 System Documentation**

The SP shall provide documentation to the Government as prescribed by OMB Circular A-130 and IRM 2.5 series to test, implement, and document system configuration. The SP shall provide documentation for changes to the hardware, firmware, software, and applications to be approved by the Government prior to implementation. The SP shall be responsible for testing, implementing, and documenting enhancements and new solutions. The Government will not be obligated to implement any SP-proposed solutions into the Government IT enterprise. The SP shall implement procedures as prescribed by the IRS Enterprise Portfolio and Project Management office and follow IRS Enterprise Life Cycle methodology.

**C.1.7.4 System Security Requirements**

The SP shall provide documentation required as prescribed in the IRS Request for Information Services (RIS) process in accordance with IRM 2.22.1. The SP shall submit required system documentation for system security Certification and Accreditation and Security Testing and Evaluation (C&A and ST&E). The guidance for this documentation is set forth in the National Institute of Standards and Technology (NIST) 800 series guidance, OMB Circular A-130, IRM 25.10.1. The SP shall provide a system that properly interfaces with IRS firewall technologies. Upon successful completion of the C&A and ST&E, the Government will issue an Authority to Operate prior to system implementation.

**C.1.7.5 System Data Reports**

The SP shall provide a suite of industry standard reports approved by the Government and a report generating capability that allows Government personnel real time, read-only access to the data to create ad hoc reports by individual site or any combination of sites. The report writing capability shall support queries and sorting of all data elements included in, but not limited to J-6, TE 10. The SP shall provide the capability to export reports into *Microsoft* products.

**C.1.7.6 System Data Exchange**

The SP shall develop and implement a data exchange process between the ERC and the WTMS. The SP shall develop and implement a data exchange process to transfer all data elements between IRS Current Production Environment systems and the WTMS that are required to manage PWS workload.

**C.1.7.7 System Data Storage**

The SP shall provide system capacity to maintain current and archived data to meet PWS requirements. The SP shall transfer all records to the Government before disposal. The SP shall retain system records in accordance with National Archives and Records Administration's (NARA) General Records Schedules 1-25 (NARA) detailed in IRM 1.15.38 through 1.15.62.

**SECTION C – PERFORMANCE WORK STATEMENT****C.1.7.8 System Data Disclosure**

The Government will own all stored data. The SP shall safeguard data and not release, sell, or offer data without explicit written permission from the CO, reference Section I, Data Rights Clause 52.227-19, Alternates I, II, and IV.

**C.2 PERFORMANCE REQUIREMENTS**

The SP shall meet all requirements including, but not limited to, the following performance objectives and thresholds:

	<b><u>Performance Objectives</u></b>	<b><u>PWS Reference</u></b>	<b><u>Performance Threshold</u></b>
1.	Maintain warehouse and loading docks	C.1.2	Inspect and document receipt and shipment of items within one day.
2.	Transport property timely	C.1.3	Meet published transportations schedule within 15 minutes of scheduled times.
3.	Transport special handling documents	C.1.3.1	No special handling documents compromised, damaged, or lost (no more than one validated customer complaint per quarter and no more than two per year).
4.	Process customer orders timely	C.1.2, C.1.3, C.1.4, C.1.5, C.1.6	Meet ERC cycle times for call type of order placed (see TE 9 for cycle standards).
5.	Process customer orders accurately	C.1.2, C.1.3, C.1.4, C.1.5, C.1.6	Accurately process ERC customer orders 85% of the time by Territory and 90% of the time nationwide (number of work orders processed without customer complaint/total number of work orders processed).
6.	Operational WTMS	C.1.7	Maintain daily accessibility and functionality 92% of the time (operational hours/available hours per quarter).
7.	Maintain an accurate WTMS	C.1.7	Provide accurate records 90% of the time (number of accurate records/total number of records per quarter).



**SECTION C – PERFORMANCE WORK STATEMENT****C.3 GOVERNMENT FURNISHED PROPERTY (GFP)**

The Government will furnish or make available selected property including Government furnished equipment, facilities, and services. Property supplied by the Government shall be used only for performance of official work or as authorized by the CO. The SP or the SP personnel shall not use Government property in any manner for personal advantage, other business endeavors, or private gain. The SP shall prepare an annual report of Government property in accordance with FAR 45.505.14.

The SP shall be responsible for the proper use, care, maintenance, repair, tracking, recording, and reporting of all GFP in its possession or control from the time of receipt until properly relieved of responsibility in accordance with FAR Subparts 45.505 and 45.509. The SP shall be held responsible for investigating and reporting shortages, losses, damages, theft, or destruction of GFP in accordance with the provisions in FAR Subpart 45.504.

**C.3.1 GOVERNMENT FURNISHED EQUIPMENT (GFE)**

GFE shall be jointly inventoried during the Phase-In Period. The SP shall maintain a detailed electronic inventory of GFE on the WTMS. The SP shall maintain GFE preventative maintenance and repair records, and related information.

**C.3.1.1 Government Furnished Equipment**

The Government will furnish the GFE identified in J-6, TE 11 in its present condition. The Government will retain ownership of the GFE. The Government will not replace GFE. The SP shall bear the cost of making the GFE suitable for use for the GFE the SP chooses to use. The SP shall manage, maintain, and repair the GFE the SP chooses to use. The SP shall adhere to GFE warranty terms and conditions. The Government will provide the SP with applicable GFE warranty information following award.

**C.3.2 GOVERNMENT FURNISHED FACILITIES (GFF)**

The SP shall use the mandatory GFF and may use the optional GFF as listed in J-6, TE 12. The SP shall assume the rent and utilities of the optional GFF used. The Government will fund the mandatory GFF. The Government reserves the right to change the content and size of the GFF. The Government will renegotiate GFF leases as required. The SP shall allow unrestricted access to the Government at the GFF and SP facilities. The SP shall request any changes or modifications to the GFF or SP facilities through the CO. The SP shall be liable for the cost of any repairs caused by neglect, or misuse as determined by the Government.

**C.3.2.1 Alternative Facilities**

The SP may use alternative facilities in lieu of optional GFF based on approval of the Government. The Government will approve alternative facilities based on Federal, State, local requirements, and IRS policy. The SP shall notify the CO six months prior to vacating GFF. The SP shall assume relocation costs and all other costs associated

**SECTION C – PERFORMANCE WORK STATEMENT**

with the alternative space. The SP shall meet all PWS requirements during any relocation.

**C.3.3 GOVERNMENT FURNISHED SERVICES****C.3.3.1 Desktop Access**

The Government will furnish software applications and operating systems at the time of award. The SP shall not install any software applications on GFE.

**C.3.3.2 Voice, Facsimile, and Copier Services**

The Government will allow limited use of existing voice, facsimile, and copier services located in the SP work areas.

**C.4 GENERAL INFORMATION**

The SP shall perform program management services including, but not limited to, administration, quality control, records maintenance, and publications control.

**C.4.1 MANAGEMENT PROGRAM**

The SP shall establish and maintain a management program incorporating all major requirements of the PWS. The SP shall implement best practices and exercise creative and innovative technical approaches in meeting the performance requirements. The SP shall improve methods and approaches.

**C.4.1.2 Program Management Meetings**

The SP shall participate in program management meetings in Washington, DC, twice yearly. Within five business days from the end of the meeting, the SP shall provide to the DGR electronic copies of meeting minutes and agreements. The Government will and the SP shall resolve any discrepancies. The SP shall revise and provide the minutes and agreements within ten workdays.

**C.4.2 SP PERSONNEL**

The SP shall provide necessary personnel to accomplish all work and services within Government specified time frames. The SP shall ensure SP personnel obtain necessary licenses, certifications, bonding, training, and security clearances in accordance with Federal, State, and local laws and regulations.

**C.4.2.1 Program Manager**

The SP shall appoint a Program Manager to serve as the authorized representative responsible for technical and administrative performance. The Program Manager shall provide management, oversight, and quality assurance. The Program Manager shall have full authority to act for the SP on all matters relating to performance. The Program Manager shall have the ability to effectively communicate, both verbally and in writing, to all applicable parties.

**SECTION C – PERFORMANCE WORK STATEMENT****C.4.2.1.1 Program Manager Availability**

The Program Manager or designated representative shall be accessible via voice communications and voice message service 24 hours per day, seven days per week and return all contacts within one business hour.

**C.4.2.1.2 Program Manager Qualifications**

The Program Manager shall have management experience directing personnel responsible for accomplishment of similar work of equal or greater complexity.

**C.4.2.2 Project Leaders**

The SP shall appoint Project Leaders to manage the daily performance and ensure the quality of all PWS requirements. The Project Leaders shall plan, direct, and control the workload. The Project Leaders shall have full authority to manage the SP workforce. The Project Leaders shall have the ability to effectively communicate, both verbally and in writing, to all applicable parties.

**C.4.2.2.1 Project Leaders Availability**

The Project Leaders or designated representative shall be available via voice communications and voice message service 24 hours per day, seven days per week, and return all contacts within one business hour.

**C.4.2.2.2 Project Leaders Qualifications**

The Project Leaders shall have management experience directing personnel responsible for accomplishment of similar work of equal or greater complexity.

**C.4.2.3 Personnel Training**

The SP shall train SP personnel to meet all requirements. The SP shall assume the cost of training provided to SP personnel. SP personnel shall attend training that would be of benefit to the Government. The DGR will notify the SP of additional training requirements. The Government will fund Government required training, not including labor costs. The SP shall make training records available upon request by the DGR.

**C.4.3 HOURS OF OPERATION**

The SP shall work the necessary hours, days, and shifts, including weekends and holiday, to meet all performance requirements. The SP shall maintain warehouse operations between 6:00 a.m. and 4:00 p.m., Monday through Friday. The SP shall maintain transportation operations based on the workload requirements described in J-6, TE 5 and TE 6. Local hours vary between 5:00 a.m. and 10:00 p.m. The SP shall maintain repair service operations and other logistics services support between 7:30 a.m. and 4:00 p.m., Monday through Friday.

**SECTION C – PERFORMANCE WORK STATEMENT****C.4.3.1 Changes in Work Schedules**

The SP shall notify the DGR any time a change in schedule is required to meet significant workload requirements.

**C.4.3.2 Government Holidays**

Unless advised in advance, the SP shall not be required to work on the following Federal holidays: New Year's Day, Martin Luther King Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

**C.4.4 SAFETY AND ENVIRONMENTAL PROTECTION**

The SP shall comply with the latest applicable Federal, State, local laws and regulations, and management requirements regarding occupational safety and health. The SP shall comply with changes in laws, regulations, or requirements. The Government will not provide personal safety or protective equipment to the SP.

**C.4.4.1 Housekeeping**

The SP shall maintain all SP work areas, including designated loading docks, in accordance with industry standards, OSHA, and fire and safety standards.

**C.4.4.2 Environmental and Safety Inspections**

The SP shall be subject to inspections by Federal, State, or local environmental and safety personnel on a no-notice basis. The SP shall assist and cooperate with the inspections. SP shall promptly deliver reports to the DGR.

**C.4.4.3 Safety Accidents**

The SP shall report and maintain records of any safety accidents. All accidents will be reported to the DGR. The SP shall be liable for costs associated with accidents.

**C.4.5 PHYSICAL SECURITY**

The SP shall comply with the applicable Federal, State, and local laws and regulations, IRM 1.16, and other IRS policies and procedures regarding physical security, identification, and property. The SP personnel and property may be subject to search and seizure, and canine inspection upon entering or leaving Government property. The SP shall secure all SP work areas.

**C.4.5.1 SP Personnel Background Investigations**

All SP personnel shall submit to a personnel security check through the National Background Investigations Center (NBIC). The SP shall ensure SP personnel electronically provide required information in accordance with IRM 1.23.2. SP personnel will be granted "staff-like" access if investigations are favorably adjudicated. The Government shall bear the costs associated with performing the investigation and fingerprinting.

**SECTION C – PERFORMANCE WORK STATEMENT****C.4.5.2 ID Media, Access Cards, and Keys**

The Government will provide ID Media, access cards, and keys. The SP shall establish and implement procedures to ensure that Government ID Media, access cards, and keys are controlled. The SP shall provide inventory reconciliation on an annual basis. The SP shall not duplicate ID Media, access cards, or keys issued by the Government unless authorized by the DGR. The SP shall notify the DGR immediately if ID Media, access cards, or keys are lost. The SP shall be responsible for replacement costs. The SP shall immediately return Government ID Media, access cards, and keys to the DGR when requested by the Government.

**C.4.5.3 Personnel Removal**

The SP shall remove SP personnel identified by the DGR as potential threats to the health, safety, security, general well being, or operational mission of the Government. The SP shall continue to meet all requirements following any removals.

**C.4.5.4 Work Apparel**

The SP shall ensure that SP personnel are easily identifiable by wearing distinctive clothing bearing the name of the SP or by wearing appropriate badges containing the name of the SP and the name of the SP personnel.

SP personnel shall dress appropriately to the professional environment and work requirement. SP personnel not meeting requirements shall, at DGR discretion, be required to leave the premises.

**C.4.6 DISCLOSURE OF INFORMATION**

The SP shall comply with the latest applicable Federal, State, and local laws and regulations, and IRS policies and procedures regarding disclosure of information as referenced in Section H.

**C.4.7 EMERGENCY REQUIREMENTS**

The SP may be required to operate on an extended schedule, curtailed basis, at different levels of service, or not at all during emergency situations. Emergency situations include, but are not limited to, strikes, disasters, and adverse weather conditions. The SP shall ensure PWS requirements are met during emergency situations. The SP shall remain in contact with the DGR during emergency situations. As directed by the DGR, the SP shall assist the Government during emergency situations.

**C.4.8 PHASE-IN PERIOD**

The Government will provide a 120 day Phase-In Period for all PWS requirements to include, but not limited to:

- Attain full performance with the exception of the WTMS.
- Coordinate and affect a smooth transition of work.

**SECTION C – PERFORMANCE WORK STATEMENT**

- Provide and use an interim management information system to manage PWS requirements until WTMS is approved by the Government.
- Obtain approval and implement all plans.
- Submit information for NBIC investigations and obtain ID Media.
- Complete GFE inventory.
- Allow for orientation and observation of facilities and workforce.

**C.4.9 FRAUD, WASTE, AND ABUSE**

The SP shall report fraud, waste, and abuse to the Government.

**C.4.10 PHASE-OUT**

As required, the SP shall assist the Government and the successor to affect a smooth transition of work. The SP shall not defer or delay services. The SP shall assist the Government in completing GFP inspections. The SP shall correct any deficiencies other than normal wear and tear. The SP shall return all GFP.

**C.4.11 PLANS**

The SP shall provide, obtain approval, maintain, and implement the following plans: Staffing Plan, Quality Control Plan, Program Management Meeting Plan, Phase-In Plan, Strike Contingency Plan, Subcontractor Management Plan, Small and Disadvantaged Business Participation Plan, Physical Security Plan, Safety Program Plan, Continuity of Operations Plan, and GFP Plan.